

## Re: Windows Updater Crash

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-03/1557.htm>

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**Date:** 03/04/04

Date: 3 Mar 2004 17:12:18 -0800

Hi Frank,

Thanks for your attention to my problem. Unfortunately, the links that you supplied give the same result as Windows Update. All other web browsing works, but these sites cause an IE crash. Is there some special scripting that Microsoft uses that is crashing my IE? Any ideas? Or should I continue to update manually from Microsoft Downloads?

"Frank Saunders, MS-MVP" <[franksaunders@mvps.org](mailto:franksaunders@mvps.org)> wrote:

> *Windows Update Fails:*

> *Disable your anti-virus when obtaining the updates.*

> <http://v4.windowsupdate.microsoft.com/en/default.asp>

> *If no joy - <http://v4.windowsupdate.microsoft.com/troubleshoot/>*

> *Troubleshooting Windows Update Connection and Download Problems*

> <http://support.microsoft.com/?kbid=193657>

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> *Frank Saunders, MS-MVP, IE/OE*

> *Please respond in Newsgroup. Do not send email*

> <http://www.fjsmjs.com>

> *Protect your PC*

> <http://www.microsoft.com/security/protect/>

>

>

> "Albert Stadt" <[astadt@deletethis.victoria.tc.ca](mailto:astadt@deletethis.victoria.tc.ca)> wrote in message

> [news:4044112c@news.victoria.tc.ca...](mailto:news:4044112c@news.victoria.tc.ca...)

>>

>> *My machine is a P2/233 mhz, 128 megs RAM with Win98SE. I used to be able*

>> *to connect to the Windows Update site, but now IE crashes after the main*

>> *page loads. A dialog box pops up saying "IE has encountered an error and*

>> *must close. Do you want to send a report to Microsoft?" Then when I make*

>> *my selection, IE resets. I uninstalled IE 6.1 and tried 4.01, 5.1, 5.5 and*

>> *the latest 6.1 again. I even made certain to get the encryption packs for*

>> *the old explorers. I've reinstalled Win98, ripped out the IE*

>> *and MS Update folders, run the repair IE utility, wiped IE with*

>> *IEradicate. I'm guessing the problem is either in the registry or in*

>> *Windows/System. I don't have an old enough reg backup to go to. Norton*

>> *Utilities 2000 fixed a bunch of Active X issues, but didn't fix the*

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>> *problem. Any suggestions short of blanking my Windows folders? Should I  
>> use Netscape 7.1 to avoid security issues? Only a couple of Microsoft  
>> sites shut down IE; everything else seems to work. The problem may have  
>> been caused by  
>> Adware/spyware. I've killed these with Spybot and some other spy killer,  
>> but the damage is done. I've downloaded a bunch of the updates manually  
>> from Microsoft Downloads, but Microsoft Update still crashes. Any ideas?*  
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>> \*\*\*\*\*  
>> *Albert Stadt Victoria BC Canada  
>> <http://victoria.tc.ca/~astadt>  
>>  
>> \*Remove the "deletethis" from my email before you reply to me\**  
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